

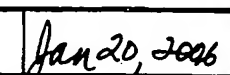


Substitute for Form 1449/PTO <b>INFORMATION DISCLOSURE</b> <b>STATEMENT BY APPLICANT</b> (use as many sheets as necessary)				<b>Complete If Known</b>		
				Application Number	10/021,877	
				Filing Date	12/14/2001	
				First Named Inventor:	Lurie	
				Art Unit	<del>263</del> 3623	
				Examiner Name	L. KRSCIUNAS	
Attorney Docket Number	4704.P020					
<b>U.S. PATENT DOCUMENTS</b>						
Examiner Initials*	Cite No. <sup>1</sup>	Document Number		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)				
		US-	6,404,864 B1	06-11-2002	Evslin, et al.	
		US-	6,310,941 B1	10-30-2001	Crutcher, et al.	
		US-	6,304,637 B1	10-16-2001	Mirashrafi, et al.	
		US-	6,298,056 B1	10-02-2001	Pendse	
		US-	6,212,192 B1	04-03-2001	Mirashrafi, et al.	
		US-	6,199,096 B1	03-06-2001	Mirashrafi, et al.	
		US-	6,144,670	11-07-2000	Sponaugle, et al.	
		US-	5,987,102	11-16-1999	Elliott, et al.	
		US-	5,889,774	03-30-1999	Mirashrafi, et al.	
		US-	5,453,352	09-26-1995	Tachibana	
		US-				
		US-				

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FOREIGN PATENT DOCUMENTS								
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document			Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>4</sup>	Number <sup>4</sup>	Kind Code <sup>5</sup> (if known)				

Examiner Signature		Date Considered	
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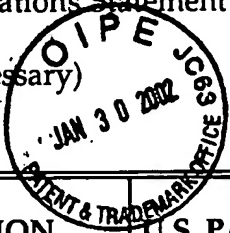
\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. <sup>1</sup>Applicant's unique citation designation number (optional). <sup>2</sup>See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup>Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup>For Japanese patent documents, the indication of the year of reign of the Emperor must precede the serial number of the patent document. <sup>5</sup>Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup>Applicant is to place a check mark here if English language translation is attached.

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<b>Form PTO-1449 (Modified)</b>				<b>Atty Docket No.:</b> 4704P020		<b>Application No.:</b> 10/021,877	
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REFERENCE DESIGNATION								U.S. PATENT DOCUMENTS	
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date		
<i>SK</i> ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓			6,058,379	Odom, et al					
			6,035,021	Katz					
			6,026,148	Dworkin, et al.					
			6,014,644	Erickson					
			5,991,394	Dezonno, et al.					
			5,982,863	Smiley, et al.					
			5,940,471	Homayoun					
			5,924,082	Silverman, et al.					
			5,914,951	Bentley, et al.					
		5,907,677	Glenn, et al.						
		5,893,077	Griffin						

FOREIGN PATENT DOCUMENTS								
Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Translation
<i>SK</i> ↓ ↓ ↓ ↓		WO 98/38558	9/3/98		PCT Application			
		WO 98/13765	4/2/98		PCT Application			
		WO 98/02835	1/22/98		PCT Application			
		WO 97/05733	2/13/97		PCT Application			
		JP409319812A	12/12/97		Japan Application Taniguchi, et al.			

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
<i>SK</i> ↓ ↓ ↓		The Voice of Technology, Credit World, pp 20-23, Jul 1994
		Telecommunications Buyers Guide and Directory, Editor & Publisher, pp 29TC-38TC, Feb 1994
		Aspect Telecomm: Aspect Integrates the Web into the Call Center, M2 Presswire, Aug 1996
		Information, Bid and Asked, Forbes, 20 Aug 1990, 92

<b>Examiner</b> <i>Linda Krisciunas</i>	<b>Date Considered</b> <i>Jan 22, 2006</i>
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REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
LK ↓			5,884,282	Robinson			
			5,884,272	Walker, et al.			
			5,884,032	Bateman, et al.			
			5,870,744	Sprague			
			5,864,871	Kitain, et al.			
			5,862,223	Walker, et al.			
			5,850,433	Rondeau			
			5,835,896	Fisher, et al.			
			5,825,876	Peterson, Jr.			
			5,825,869	Brooks, et al.			
			5,819,285	Damico, et al.			

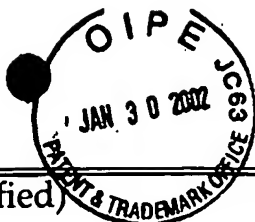
  

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Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Translation
LK		JP409233441A	9/5/97	Japan	Application Sakai			
LK		WO 98/04061	1/29/98	PCT	Application Walker, et al.			
LK		GB 2329046A	10/3/99	UK	Patent Application Mitel corporation			

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
LK ↓	Attachmate Ready to Answer 'Net questions, Network World, 8 Apr 1996, 37
	US Courts to Launch First Federal 900 Service, Federal Computer Week, 28 Sep 1992, 8
	Company Devoted to Hot-Line Support, Computer Reseller News, 21 Oct 1991, 48
	For Telesphere's Clients, Dial '1-900 TUF LUCK', Business Week, 9 Sep 1991, 88
Examiner	Date Considered
LK ↓ <i>Ande Krusciunas</i>	<i>Jan. 20, 2006</i>

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REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
LK ↓ V			5,819,271	Mahoney, et al.			
			5,819,267	Uyama			
			5,819,092	Ferguson, et al.			
			5,812,769	Graber, et al.			
			5,809,119	Tonomura, et al.			
			5,794,221	Egendorf			
			5,778,367	Wesinger, Jr., et al.			
			5,768,521	Dedrick			
			5,745,681	Levine, et al.			
			5,740,231	Cohn, et al.			
		5,724,424	Gifford				

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Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Trans-lation

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
LK ↓ V		When Business Plan and real World Clash, Wall Street Journal, 9 June 1999, B1
		Hidden Cost of Tech Support, PC World, May 1995, 143
		NetBazaar: Networked Electronic Markets for Trading Computation and Information Services, ECDL 1998 - Research and Advanced Technology for Digital Libraries, 839
		Multimedia Collaborative Remote Consultation Tools via Gigabit WAN in Teleradiology, IEEE 1994 Phoenix, 417

<b>Examiner</b> <i>Rinda Krisciunas</i>	<b>Date Considered</b> <i>Jan. 20, 2006</i>
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REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
sk			5,722,418	Bro			
			5,721,763	Joseph, et al.			
			5,718,247	Frankel			
			5,717,860	Graber, et al.			
			5,715,314	Payne, et al.			
			5,712,979	Graber, et al.			
			5,710,887	Chelliah, et al.			
			5,694,549	Carlin, et al.			
			5,638,432	Wille, et al.			
			5,634,012	Stefik, et al.			
✓			5,602,905	Mettke			

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Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Translation

## OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

sk		Multimedia Communication in a Medical Environment, IEEE 1991 Singapore I.C. on Networks, 166
		A New Teleconsultation Terminal System Using ISDN, NTT Review, July 1991, 37
		MiniPay: Charging Per Click on the Web, CNISDN, 1997 v29, 939
✓		Caring for Customers: Real-time text chat and telephony provide personalized customer support and turn queries into sales leads, Internet World Media, September 1999

<b>Examiner:</b> <i>Anda Krucinas</i>	<b>Date Considered:</b> <i>Jan 20, 2006</i>
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Examiner <i>Linda Krascunas</i>	Date Considered <i>Jan 20, 2006</i>
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	<b>Filing Date:</b> December 13, 2001	

**REFERENCE DESIGNATION****U.S. PATENT DOCUMENTS**

Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
JK			6,026,400	Suzuki			
			5,860,068	Cook			
			5,497,502	Castille			
			5,734,961	Castille			
			5,832,523	Kanai, et al.			
			6,055,513	Katz, et al.			
			5,999,609	Nishimura			
			5,987,430	Van Horne, et al.			
			5,974,141	Saito			
			5,878,130	Andrews, et al.			
			5,842,212	Ballurio, et al.			

**FOREIGN PATENT DOCUMENTS**

Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Translation

**OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)**

JK		Linda Littleton, "Meet the Shadowy Future," Proceedings ACM SIGUCCS User Services Conference XXII, Ypsilanti, Michigan October 16-19, 1994, Pages 205-210.
		L. F. Ludwig and D.F. Dunn, "Laboratory for Emulation and Study of Integrated and Coordinated Media Communication," Conference on Office Information Systems, March 23-25, 1988, Sponsored by ACM SIGOIS and IEEECS TC-OA in cooperation with IFIP W.G. 8.4, Pages 283-291.
		E.J. Addeo, A.B. Dayao, A.D. Gelman and V.F. Massa, "An Experimental Multi-Media Bridging System," Frontiers in Computer Communications Technology, Computer Communications Review, Vol. 17, No. 5, August 11-13, 1987, Pages 236-242.
		ISDN Tutorial: Definitions, <a href="http://www.ralphb.net/ISDN/defs.html">http://www.ralphb.net/ISDN/defs.html</a> , printed on April 21, 2000.
		ISDN Tutorial: Interfaces, <a href="http://www.ralphb.net/ISDN/ifaces.html">http://www.ralphb.net/ISDN/ifaces.html</a> , printed on April 21, 2000.

Examiner

Linda Kruscunas

Date Considered

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REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
LK			5,809,145	Slik, et al.			
			5,675,734	Hair			
			5,619,570	Tsutsui			
			5,557,677	Prytz			
			4,723,283	Nagasawa, et al.			
			4,677,434	Fascenda			
			4,631,428	Grimes			
			6,064,978	Gardener, et al.			
			6,046,762	Sonesh, et al.			
			6,029,141	Bezos, et al.			
			5,911,132	Sloane			
V			5,619,148	Guo			

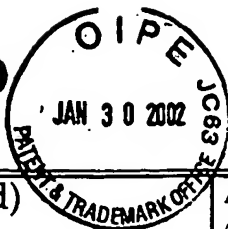
FOREIGN PATENT DOCUMENTS								
Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Translation

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
LK	"USA Global Link Brings Interactively to Internet Shopping", Business Wire, 10/98
	"Lucent Technology and Netscape Team to Deliver Lucent Ecommerce Solutions", Business Wire, 9/98
	"TriNet's, Help Me, I'm Stuck, Internet Voice Button Services Pushes Web Pages to Online Users", Business Wire, 3/98
	Tehrani, Rich, "e-Rip Van Winkle and the 60 second Nap", Call Center Solution, Vol. 18, No. 2, Pages 16(3), 8/99
	"Netcall Internet Call Buttons Enhance E-Commerce Customer Service and Sales", PR Newswire, Page 7431, 8/99

<b>Examiner:</b> <i>Anda Krucina</i>	<b>Date Considered:</b> <i>Jan 30, 2006</i>
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LK		3/14/97	6,026,087	Mirashrafi et al.			
		3/30/99	5,890,138	Godin et al.			
		5/16/00	6,064,978	Gardner et al.			
		4/15/97	5,619,991	Sloane			
		10/06/98	5,818,836	DuVal			
		04/24/2001	6,223,165 B1	Lauffer			
		03/18/86	4,577,065	Frey, et al.			
		07/11/89	4,847,890	Solomon, et al.			
		10/15/91	5,058,152	Solomon, et al.			
		11/01/94	5,361,295	Solomon, et al.			
		11/29/94	5,369,694	Bales, et al.			
V		03/04/97	5,608,786	Gordon			

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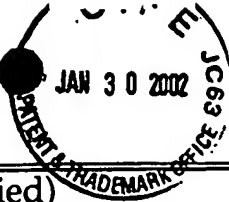
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
LK	"Connecting to On-Line Car Shoppers: Auto Sellers Use Netcall Internet Call -Button Technology to Turn Clicks into Interactive Sales", Business Wire, Page 4089., 7/99
	Davey, Tom, "Wheeling and Dealing Online", PC Week, Vol. 13, No. 45, Pages 1, 129., 11/96
	Collett, Stacey & Julie King, " Why Online Browsers Don't Become Buyers", Computerworld, Vol 33, No 48, Page 14
	Information about Expertcity.com retrieved from the Internet [URL: <a href="http://www.expertcity.com">http://www.expertcity.com</a> ] on April 9, 2000
	"Rent-An Expert On the Web", Information Week, Page 75, 9/99

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KK		04/08/97	5,619,725	Gordon			
		06/16/98	5,768,348	Solomon, et al.			
		01/04/2000	6,011,794	Mordowitz, et al.			
		10/10/2000	6,130,933	Miloslavsky			
		01/16/2001	6,175,619 B1	DeSimone			
		02/06/2001	6,185,194 B1	Musk, et al.			
		02/13/2001	6,188,673B1	Bauer, et al.			
		02/20/2001	6,192,050 B1	Stovall			
		07/10/2001	6,259,774 B1	Miloslavsky			

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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
KK	"Expercitey.com Launches Premier Online Marketplace for Expert Services", PR Newswire, 8/99
	Information about keen.com retrieved from the Internet [URL: <a href="http://www.keen.com">http://www.keen.com</a> ], on October 24, 2000
	Cynthia Hodgson, "Online Expert Databases & Services", Econtent, December 1999, p. 48-53.
	Jeff Peline, "Net Firm to Connect Users by phone", CNET News.com, [retrieved from <a href="http://news.cnet.com">http://news.cnet.com</a> on October 24, 2001]
	"Keen.Com Launches First Live Answer Community", Press release retrieved from <a href="http://www.keen.com">http://www.keen.com</a> on October 24, 2000

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<i>rk</i>   <i>↓</i>		Michael Kanellos, "Do You Want To Know The Meaning of Life?", Computer Reseller News, March 3, 1997, Pages 72-74 "Applying Technology News", Accounting Technology, February/March 1997, Page 14 Ellen Greenblatt, "Have you ever wondered....", Datamation, October 1997, Page 126 "Information for sale: Commercial Digital Reference and AskA Services", Virtual Reference Desk, September 20, 1999, at <a href="http://www.vrd.org/AskA/commAskA.html">www.vrd.org/AskA/commAskA.html</a>
<b>Examiner</b>	<i>Linda Krisciunas</i>	<b>Date Considered</b> <i>Jan 20, 2006</i>

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↓	Electronic Emissary at <a href="http://www.tapr.org/emissary/">www.tapr.org/emissary/</a>
↓	The Web Site at <a href="http://www.allexperts.com/">www.allexperts.com/</a>

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